



MINDORO STATE UNIVERSITY

CITIZEN'S CHARTER

2022 (2nd Edition)



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I. Mandate:

The Mindoro State University believes in the supremacy of God over His creation, and that man as His special creation has the capacity to learn and can be developed physically, mentally, socially and spiritually. The University strongly upholds education as an indispensable aspect in the changes of the individual. Equipped with functional more effective education, the individual must strive to maintain an honest and productive life coupled with his duties and obligations to serve humanity and his country and recognize his responsibility of conserving and developing the rich natural resources for sustainable development.

II. Vision:

A self-reliant center of development in Oriental Mindoro that provides sustained leadership in instructions, research and extension to produce globally competitive professionals and appropriate technologies crucial in helping develop a productive, spiritually, morally upright citizenry in a diverse yet cohesive society.

III. Mission:

The institution exists to promote professional and technological education by intensifying instruction and training, conducting more viable and relevant researches, utilizing knowledge and technology, sustaining income generation through the adoption of feasible state-of-the-art technologies, establishment of extensive and efficient linkages and networking and continuous organizational development.

IV. Service Pledge:

We, the Officials and Employees of MinSU, commit to:

Serve you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 to 5:00 p.m. without noon break;

Ensure strict compliance with service standards, with written explanation for any delays in frontline services;

Respond to your complaint about our services the soonest or within the day through our complaint and assistance desk and take corrective measures; and;

Value every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled pregnant women, and Senior citizens

All those we pledge, because YOU deserve no less.



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Guidance Services

External and Internal Services



I. Issuance of Certificate of Good Moral

Issued to students and graduates
Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Guidance Counselor's Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	All students and graduates			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Formal request	Client			
Authorization letter (if requesting thru a representative) and 1 valid ID	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form for Good Moral Certificate indicating the purpose.	1. Check the students' information	None	3 minutes	Guidance Office staff
2. Go to the Registrar's Office and secure a form to be presented at the Cashier for payment.	2.1 Issue Request Form		3 minutes	Registrar's Staff
3. Pay at the cashiers' office for the requested certificate	3.1 Process payment 3.2 Issue official receipt	P40.00	6 minutes	Cashier
4. Proceed to the Office of Student Affairs and Services for the verification of disciplinary records	4.1 Check student records 4.2 Sign Request Form	None	5 minutes	Student Affairs and Services Coordinator/Staff
5. Present Official Receipt	5.1 Prepare the requested certificate 5.2 Sign the certificate. 5.3 Release Certificate of Good Moral	None	3 minutes	Guidance Counselor/Staff
<i>End of Transaction</i>				



TOTAL:	P40.00	20 minutes	
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II. Counseling Services

This service aims to assist students, faculty and staff to support and check their mental health

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Guidance Counselor's Office			
Classification:	G2C - Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All Students, faculty and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral	Client/Faculty/Program Chair			
Walk-in request	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives referral from the faculty/program chair	1. Check the individual record form of student	None	5 minutes	Guidance Counselor
2. Attends the counseling session	2. Use appropriate counseling techniques	None	1 hour	Guidance Counselor
3. Sign the counseling form after the session	3. File the counseling form	None	5 minutes	Guidance Counselor
TOTAL:		None	1 hour, 10 minutes	



Cash Management

External and Internal Services



I. Check Disbursement

Check/Advice to Debit Account (ADA) disbursement represents all payment during a given period in the form of cheque or ADA for the settlement of government payables/obligations.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Cashier's Office			
Classification:	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
Type of Transaction:	Simple Transaction			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Authorization Letter (1 original)		Representative to Client		
Official Receipt/Sales Invoice/Collection Receipt (1 copy original)		Suppliers / Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID (and Authorization Letter if representative)	1. Verify validity of ID presented (and authorization letter if representative)	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
2. Sign Disbursement Voucher	2. Verify the client's signature on Disbursement Voucher with Signature on ID Presented	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
3. Receive check	3. Issue Check	None	2 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
TOTAL:			8 minutes	



II. Cash Disbursement

Cash disbursement represents all cash paid out during a given period in the form of currency for the settlement of government payables/obligations.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Cashier's Office			
Classification:	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
Type of Transaction:	Simple Transaction			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Authorization Letter (1 original)		Representative to Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID (and Authorization Letter if representative)	1. Verify validity of ID presented (and authorization letter if representative)	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
2. Sign Payroll	2. Verify client's signature on payroll with signature on ID presented	None	3 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
3. Receive payment	3. Mark paid on duly signed payroll	None	2 minutes	<i>Disbursing Officer / Cashier's Office Staff</i>
TOTAL:			8 minutes	



III. Collection of Payments

Collection of payments constitutes all payments received during a given period in the form of currency (cash) or cheque for the settlement of government receivables.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Cashier's Office			
Classification:	G2C - Government to Citizen / G2G Government to Government / G2B - Government to Business			
Type of Transaction:	Simple Transaction			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Authorization Letter (1 original)		Representative to Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Statement of Account/ Assessment Form/ Request Form / Billing Statement	1. Receive Statement of Account/Assessment Form/ Request Form / Billing Statement from client	Based on Statement of Account/ Assessment Form/ Request Form / Billing Statement	1 minute	Collecting Officer / Cashier's Office Staff
2. Pay amount indicated in the Statement of Account/ Assessment Form/ Request Form / Billing Statement	2. Receive payment and post to the Report of Collections		5 minutes	Collecting Officer / Cashier's Office Staff
3. Receive copy of the Official Receipt	3. Issue to client copy of Official Receipt		2 minutes	Collecting Officer / Cashier's Office Staff
TOTAL:			8 minutes	



Accounting Services

External and Internal Services



I. Assessment of Tuition and Other Fees

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Accounting Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, including Masters and Doctorate Degree			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration/ Enrollment Form	Registrar			
Official Receipts (if payment has been made)	Cashier			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present enrollment form and wait for the staff to finish the preparation of assessment slip	1.1. Checks the number of units enrolled, number of laboratory/computer subjects 1.2. Checks if the student has no balance from the previous semester (for Old students) 1.3. Assess how much is the total amount to be paid for the entire semester. 1.4. Print the assessment slip.	None	3 minutes	Accounting Staff
2. Proceed to the Cashier for payment of the (if there's any)	2.1. Receive payment 2.2 Issue Official Receipts	Depends on the total assessed fees (if there's any)	5 minutes	Cashier
TOTAL:			8 minutes	



Human Resource Management Office External Services



I. Application for Employment

Employment with the College is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Human Resource Management Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	All Interested Graduates/ Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Client		
Personal Data Sheet (Revised 2017)		Client		
Updated Resume or Curriculum Vitae		Client		
Photocopy of authenticated TOR		Client		
Photocopy of Authenticated Civil Service Eligibility; PRC License		Client		
IPCR (if applicable)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search vacant positions in the CSC Bulletin of Vacant Positions, conspicuous places in the College, social media accounts of the HR unit	1. Publish vacant positions in CSC Bulletin of Vacant Positions/ conspicuous places in the College/ social media accounts of the HR Unit	None	10 calendar days (RA 7041)	Administrative Officer IV (HRMO II)
2. Submit application letter with complete supporting documents (hand in or thru email/courier	Acknowledge receipt application documents	None	10 minutes (walk-in) 1 day within publication date	Staff in charge Records Office
3. None	• Conduct initial evaluation of documents • Prepare RSP matrix	None	1 week after publication	Administrative Officer IV (HRMO II)

4. Wait for call for schedule of interview/teaching demonstration/written /skill test	4.1 inform qualified applicants of the schedule written examination/ preliminary interview	None	within the day/ a day after the application	Administrative Officer IV (HRMO II)
	4.2 inform applicants who did not meet minimum QS of the status of their application			
5. Attend to interview/ demo teaching /written exam/ skills test	5. Conduct interview/ demo teaching /written exam/ skills test	None	3-5 days	Administrative Officer IV (HRMO II)
6. Wait for results of preliminary Evaluation	6.1 Prepare preliminary comparative assessment 6.2 Shortlist applicants 6.3 Inform applicants who are not included in the shortlist of the preliminary assessment results	None	3-5 days	Administrative Officer IV (HRMO II)
7. None	7. Prepare notice of Final interview with HRMPSB	None	2 days	Administrative Officer IV (HRMO II)
8. Wait for call/email/SMS for the schedule of final Interview	8. Inform shortlisted applicants of the final interview schedule with HRMPSB	None	1 day	Administrative Officer IV (HRMO II)
9. Attend to final interview	9.1 Conduct Final Interview 9.2 HRMPSB Deliberation	None	1 day	HRMPSB and Secretariat

10. None	10. Prepare the Final assessment and Ranking	None	1 day	Administrative Officer IV (HRMO II)
11. None	11.1 Submit summary of Final Evaluation and Ranking to the HRMPSB Chairperson for signature 11.2 Submit Ranking to the office of President for appropriate action	None	2-3 days	Administrative Officer IV (HRMO II) HRMPSB Chairperson College President
12. None	12.1 The President chooses the appointee to the Vacant position based on submitted ranking 12.2 Return the results to the HRMO for Appropriate Action	None	1 day	College President
13. Wait for the announcement of the results of Final evaluation	13.1 Inform the applicants of the results of Final evaluation 13.2 Inform the appointee of the documents needed to be prepared	None	1 day	Administrative Officer IV
14. Submit and sign appointment documents	14.1 Check and verify submitted appointment documents	None	2-3 days	Administrative Officer IV

	14.2 Prepare appointment and supporting documents 14.3 Forward to OP for signature			College President
15. Acknowledge Appointment	15. Submit to CSC Field Office/ BOT for confirmation/approval	None	CSC- within 30 Calendar Days from the date of Issuance of Appointment; BOT- case to case basis	CSCFO
TOTAL:			72 days	



II. Issuance of Certificate of Employment

This service provides certificate of employment upon request of incumbent and separated employees. These documents are required when an employee:

- ✓ Transacts other official business
- ✓ Apply for loan/mortgage/credit card purposes
- ✓ Apply for employment, scholarship, etc.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Human Resource Management Office			
Classification:	G2C - Government to Citizen/ G2G – Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Teaching/ Non-Teaching Personnel and Retired/ Separated Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request		Client		
Authorization letter (if requesting thru a representative) and 1 valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and sign Request Form	1.1 Issue Request Form 1.2 Retrieve employee record 1.3 Input data 1.4 Print certification	None	20 minutes	Administrative Officer IV (HRMO II)
2. Wait for the requested document	2.1 Check and verify employment data 2.2 Forward to authorized official for signature 2.3 Sign the Certificate of Employment	None	20 minutes	Administrative Officer IV (HRMO II) Authorized Official (CAO,CED)
3. Receive requested document	3. Release Certificate of Employment	None	5 minutes	Staff in charge (HR Office)
TOTAL:		None	45 minutes	



III. Issuance of Service Record

This service provides service record upon request of incumbent and separated employees. These documents are required when an employee:

- ✓ Transacts other official business
- ✓ Apply for loan/mortgage/credit card purposes
- ✓ Apply for employment, scholarship, etc.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Teaching and Non-Teaching Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request	Client			
Authorization letter (if requesting thru a representative) and 1 valid ID	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and sign Request Form	1.1 Issue Request Form 1.2 Retrieve employee record 1.3 Input data 1.4 Print service record	None	30 minutes	Staff in charge (HR Office)
2. None	2.1 Check and verify employment data 2.2 Sign the Service Record 2.3 Forward to authorized official for signature	None	20 minutes	Administrative Officer IV (HRMO II)
3. None	3. Check data 3.1 If in order, affix signature 3.2 Return Service Record to HRMO	None	10 minutes	Director for Administrative Services/ Chief Administrative Officer
4. Receive requested service record	4. Release Service Record	None	5 minutes	Staff in charge (HR Office)
TOTAL:		None	1 hour and 5 minutes	



IV. Application for Leave of Absence

This is one among the service feature provided by the HRM Office to employees who are entitled to leave benefits. A systematic file of leave cards for each employee is maintained where leave credits, absences, tardiness and undertime are indicated. To avail of the leave benefits employees who cannot report to work have to file an application for leave of absence in a corresponding leave from which has to be processed for approval. The accomplished leave form serves as a support document for payroll and other record purposes.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Teaching and Non-Teaching Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished CS Form 6 (in triplicate copies)		Human Resource Management Office		
Photocopy of approved written request (for VL of more than 30 days)		Records Office		
Photocopy of approved agency clearance (for leave of more than 30 days)		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application for leave (CS Form 6)	1. Provide application for leave form	None	1 minute	HR Staff
2. Submit accomplished CS Form 6	2.1 Receive application for leave 2.2 Verify leave credits balance 2.3 Determine if leave is with pay or without pay 2.4 Forward to the HRMO for signature	None	10 minutes	HR Staff
3. Forward signed CS Form 6 to immediate head for recommendation	3.1 Immediate recommends for approval/disapproval of leave application 3.2 Forward to OP (for Key Officials & VPs); to VPs; Campus Directors (satellite campus)	None	30 minutes	Immediate Head

4. Wait for the approval of leave application	4. The President/VPs/Campus Directors approves/disapproves leave application	None	3 days	President/ VPs/ Campus Directors
TOTAL:		None	3 days and 41 minutes	



Library Services

External and Internal Services



I. Borrowing of Books or Information Resources

Charging/ borrowing of information resources by library users.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	College Library			
Classification:	G2C - Government to Citizen/ G2G – Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching/ Non-Teaching Personnel and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Library ID		College Library		
Any Valid School ID (for external client)		Client		
Referral Letter (for external client)		Client		
Official Receipt (for external client)		Cashiers Office		
Validated Library ID		College Library		
Any Valid School ID (for external client)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the library Identification Card (for students)	1. Check Documents	None	3 minutes	Librarian/ Library Staff
2. Ask the library staff and search for the books to be borrowed	2. Advise library user on search strategies and location of needed information resources	None	5 minutes	Librarian/ Library Staff
3. Present the Books and sign the book card at the counter	3. Check the book card if properly signed by the borrower including the name and date borrowed. Give the books and remind the due date.	None	1 minute	Librarian/ Library Staff
TOTAL:			8 Minutes	



II. Returning of Books or Information Resources

Discharging/ returning of information resources by library users.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	College Library			
Classification:	G2C - Government to Citizen/ G2G – Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching /Non-Teaching Personnel and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Library ID	College Library			
Any Valid School ID (for external client)	Client			
Referral Letter (for external client)	Client			
Official Receipt (for external client)	Cashiers Office			
Validated Library ID	College Library			
Any Valid School ID (for external client)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information resources	1. Received and inspect information resources	None	5 minutes	Librarian/ Library Staff
2. None	2. Determine whether the returned resources are overdue or not. Give the charge slip for overdue resources.	None	5 minutes	Librarian/ Library Staff
3. Received charge slip for overdue resources	3. Give the charge slip for overdue resources.	None	5 minutes	Librarian/ Library Staff
4. Pay the overdue fines at the Cashier	4. Receive payment for overdue fines	P15/day (P2/hour)	2 minutes	Cashier
5. Present official receipt	5. Clear borrowers accountability	None	2 minutes	Librarian/ Library Staff
TOTAL:		None	19 minutes	



Records Management Office External and Internal Services



I. Issuance of Certified Copies of Documents

This service aims to authenticate machine copies of documents issued by the College.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Record's Office			
Classification:	G2C - Government to Citizen/ G2G – Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	External Clients, Teaching and Non-Teaching Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request		Client		
Authorization letter (if requesting thru a representative) and 1 valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request/ Fill-up Requisition Slip (FM-RO-02)	1. Received and evaluate the accomplished form	None	3 minutes	Records Officer/Staff
2. Wait while the requested documents are being retrieved	2. Retrieve and verify the requested records	None	10 minutes	Records Officer/Staff
3. Get a copy/ies of the requested documents	3. Issue requested copy/ies of the requested documents	None	3 minutes	Records Officer/Staff
TOTAL:			16 minutes	



Registrar's Office

External and Internal Services



I. Registration Procedure

A. For Incoming First year, Transferee and Returning students.

Registration is online using the Enrollment system.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Registrar's Office			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Applicants who meet the admission requirements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Form 138/Report Card		Senior High School		
Form 137 (as substitute to Form 138)		Senior High School		
Affidavit of loss (F138)		Law Office		
Original Copy of Certificate of Good Moral Character		Senior High School		
Original Copy of Birth Certificate (PSA)		Philippine Statistics Authority		
2x2 ID Picture (2 pcs)		Photo Booth		
Original Transcript of Records (remarks "for Evaluation Purposes") (Transferee)		Last College/University attended		
Original Copy of Certificate of Transfer Credentials (Transferee)		Last College/University attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents on the scheduled date of registration of your college/program.	1. Verify and review the student's submitted documents and endorse to the Registrar.	None	3 minutes	• <i>Students Record Evaluator</i>
2. Check the registration link sent by the Admission Officer and fill out all the required fields in the form via online.	2. Assign student's Identification Number	None	1 minute	• <i>Registrar</i>
3. Check the registration status in the individual account.	3. Evaluate the credentials and assign student's courses/subjects	None	5 minutes	• <i>Registrar</i>

4. Check the registration status in the individual account.	4. Assess the fees	None	2 minutes	• Accounting's Office
5. Check the registration status in the individual account.	5. Confirm the enrollment	None	1 minute	• Students Record Evaluator
TOTAL:			12 minutes	

B. For Continuing Students

Registration is online using the Enrollment system.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Registrar's Office			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Students who have enrolled in the previous semester and wish to enroll in the following semester.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grades from the previous semester		Faculty		
Clearance		Program Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the clearance to the office of the Registrar.	1. Verify the submitted student's clearance to the Registrar.	None	1 minute	• Students Record Evaluator
2. Check the registration link and update all needed information.	2. Assign student's Identification Number in the enrollment system.	None	1 minute	• Registrar
3. Check the registration status in the individual account.	3. Evaluate the individual student's academic record before assigning courses/subjects	None	5 minutes	• Registrar

4. Check the registration status in the individual account.	4. Assess the fees	None	2 minutes	• <i>Accounting's Office</i>
5. Check the registration status in the individual account.	5. Confirm the enrollment	None	1 minute	• <i>Students Record Evaluator</i>
TOTAL:			10 minutes	



II. Issuance of Transcript of Records

Transcript of Records are made available after 7 working days.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	G2C - Government to Government			
Type of Transaction:	Complex Transaction			
Who may avail:	Students who want to request their Transcript of Records (except for those who have been released a copy of TOR with remarks for evaluation purposes and a copy for a specific college/university).			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Requisition form	Office of the Registrar			
Claim Slip	Office of the Registrar			
Authorization Letter (for Representative)	Client			
Valid ID Picture of the Representatives	Client's Representatives			
Accomplished Clearance (for paying students)	Accounting Office			
School ID	Client			
Form 137	Senior High School			
Transcript of Record (copy for MINSU)	Previous College/University			
Documentary stamp	Bureau of Internal Revenue			
Passport size ID Picture (Last Name, First Name, Middle Name)	Photo Booth			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requisition form from the Office of the Registrar	1. Provide requisition form to the client	None	1 minute	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i>
2. Fill-out requisition form	2.1. Check if the requisition form is filled out. 2.2. Verify to determine if the client is eligible to request a Transcript of Record.	None	5 minutes	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i> • <i>Data Processing Unit</i> • <i>Students Record Evaluator</i>
3. Proceed to the Cashier for payment	3. Process payment and issue Official Receipt of Payment	Php 50.00 per page	3 minutes	<ul style="list-style-type: none"> • <i>Cashier</i>

4. Return to the Registrar's Office.	4.1. Schedule the release of the requested Transcript of Records.	None	3 minutes	• <i>Front Desk Staff of the Registrar's Office</i>
	4.2. Issue a claim slip and explain the requirements for claiming.		7 working days	• <i>Student's Record Evaluator</i> • <i>Data Processing Unit</i> • <i>Registrar</i>
5. Return to the scheduled date of issuance with the required documents for issuance.	5. Process the requested Transcript of Records.	None	3 minutes	• <i>Front Desk Staff of the Registrar's Office</i>
6. Present the claim slip and other required documents to the Registrar's Office. And wait for the issuance to be called out.	6.1. Receive the claim slip. 6.2. Locate the requested documents/credentials. 6.3. Check, verify and file the required documents before the issuance.	None	2 minutes	• <i>Front Desk Staff of the Registrar's Office</i> • <i>Student Assistant</i> • <i>Practicumer</i> • <i>OJT</i>
7. Fill out the required fields on the Transcript of Record log sheet.	7. Issue the requested Transcript of Record.	None		• <i>Front Desk Staff of the Registrar's Office</i> • <i>Student Assistant</i> • <i>Practicumer</i> <i>OJT</i>
	TOTAL:	Php 50.00 per page	17 minutes and 7 working days	



III. Issuance of Certifications

Certifications are processed upon request unless the signatory is on leave, on travel, or on a meeting, and within the enrollment period.

For the Certificate of Upper 25% it takes 7 days for the computation before the issuance.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	G2C-Government to Government/ G2G–Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Students who want to request certification and have paid the necessary payment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Office of the Registrar		
Claim Slip		Office of the Registrar		
Authorization Letter (for Representative)		Client		
Valid ID Picture of the Representative		Client's Representatives		
Documentary stamp		Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requisition form from the Office of the Registrar	1. Provide requisition form to the client	None	1 minute	<ul style="list-style-type: none">• <i>Front Desk Staff of the Registrar's Office</i>
2. Fill-out requisition form	2.1. Check if the requisition form is filled out. 2.2. Verify to determine if the client is eligible to request a Certificate.	None	2 minutes	<ul style="list-style-type: none">• <i>Front Desk Staff of the Registrar's Office</i>• <i>Data Processing Unit</i>• <i>Students Record Evaluator</i>
3. Proceed to the Cashier for payment	3. Process payment and issue Official Receipt of Payment	Php. 40.00	3 minutes	<ul style="list-style-type: none">• <i>Cashier</i>

4. Return to the Registrar's Office and present the requisition form along with the official receipt of payment. Wait for the issuance to be called out.	4.1. Process the requested certification/s.	None	3 minutes	• <i>Front Desk Staff of the Registrar's Office</i>
5.5. Fill out the required fields on the log sheet for certification.	5. Issue the requested Certificate/s.	None	2 minutes	• <i>Front Desk Staff of the Registrar's Office</i> • <i>Student Assistant</i> • <i>Practicumer</i> • <i>OJT</i>
TOTAL:	Php 40.00	11 minutes		



IV. Issuance of 2nd Copy of Diploma

Diploma are processed within 10 working days. Except the signatories are on leave and on travel.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	G2C-Government to Government/ G2G—Government to Government			
Type of Transaction:	Complex Transaction			
Who may avail:	Students who graduated and received their diplomas during the Commencement Exercise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form	Office of the Registrar			
Claim slip	Office of the Registrar			
Authorization Letter (for Representative)	Client			
Valid ID of the Representative	Representative			
Affidavit of Loss/Certificate of Destruction	Law Office/Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requisition form from the Office of the Registrar	1. Provide requisition form to the client	None	1 minute	<ul style="list-style-type: none">• <i>Front Desk Staff of the Registrar's Office</i>
2. Fill-out requisition form	2.1. Check if the requisition form is filled out. 2.2. Verify to determine if the client is eligible to request a 2 nd Copy of Diploma.	None	2 minutes	<ul style="list-style-type: none">• <i>Front Desk Staff of the Registrar's Office</i>• <i>Data Processing Unit</i>• <i>Students Record Evaluator</i>
3. Proceed to the Cashier for payment	3. Process payment and issue Official Receipt of Payment	Php. 200.00	3 minutes	<ul style="list-style-type: none">• <i>Cashier</i>

4. Return to the Registrar's Office and present the requisition form along with the official receipt of payment.	4.1. Schedule the release of the requested Diploma. 4.2. Issue a claim slip and explain the requirements for claiming.	None	3 minutes	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i> • <i>Students Record Evaluator</i> • <i>Data Processing Unit Registrar</i>
5. Return to the scheduled date of issuance with the required documents for issuance.	5.1. Prepare the requested Diploma. 5.2. Forward to the Office of the VPAA and Office of the President.	None	10 working days	<ul style="list-style-type: none"> • <i>Data Processing Unit</i> • <i>Registrar</i>
6.6. Present the claim slip and other required documents to the Registrar's Office. And wait for the issuance to be called out.	6.1. Receive the claim slip. 6.2. Locate the requested Diploma. 6.3. Check, verify and file the required documents before the issuance.	None	2 minutes	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i>
7. Fill out the required fields on the Transcript of Record log sheet.	7. Issue the requested Transcript of Record.	None	2 minutes	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i> • <i>Student Assistant</i> • <i>Practicumer</i> • <i>OJT</i>
	TOTAL:	Php 200.00	13 minutes and 10 working days	<ul style="list-style-type: none"> •



III. Issuance of Authenticated Document/s

Authentication of Document/s are processed upon request. Unless the signatory is on leave, on travel, or on a meeting, and within the enrollment period.

Monday to Friday (8:00AM to 5:00PM)

Office or Division:	Office of the Registrar			
Classification:	G2C-Government to Government/ G2G—Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Students who want to authenticate their document/s.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Office of the Registrar		
Claim Slip		Office of the Registrar		
Original Copy of the Document/s		Client		
Authorization Letter (for Representative)		Client		
Valid ID of Representative		Representative		
Documentary stamp		Bureau of Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requisition form from the Office of the Registrar	1. Provide requisition form to the client	None	1 minute	• <i>Front Desk Staff of the Registrar's Office</i>
2. Fill-out requisition form	2. Check if the requisition form is filled out.	None	1 minute	• <i>Front Desk Staff of the Registrar's Office</i>
3. Proceed to the Cashier for payment	3. Process payment and issue Official Receipt of Payment	Php. 10.00 / page	3 minutes	• <i>Cashier</i>

<p>4.1. Return to the Registrar's Office and present the requisition form along with the official receipt of payment.</p> <p>4.2. Submit the document/s to be authenticated.</p> <p>4.3. Wait for the issuance to be called out.</p>	<p>4. Process the authentication of document/s.</p>	<p>None</p>	<p>2 minutes (depending on the no. of pages to be authenticated)</p>	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i> • <i>Data Processing Unit</i> • <i>Registrar</i>
<p>5. Fill out the required fields on the log sheet.</p>	<p>5. Issue the authenticated document/s</p>	<p>None</p>	<p>2 minutes</p>	<ul style="list-style-type: none"> • <i>Front Desk Staff of the Registrar's Office</i> • <i>Student Assistant</i> • <i>Practicumer</i> • <i>OJT</i>
<p>TOTAL:</p>	<p>Php. 10.00 / page</p>	<p>9 minutes</p>		<ul style="list-style-type: none"> •



Student Affairs Office

External and Internal Services



I. Student Government/Organization Submission of Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation

Office or Division:	Office of Student Affairs and Services			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	Student Leaders/Officers of the present Academic Year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/Project Proposal	<i>Student Government /Organization Adviser</i>			
Re-Accreditation Documents/ AR & FR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of request and Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation	1. Verify and review the Letter of request and Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation	None	2 minutes	<i>Student Government /Organization Adviser OSAS Admin Aide</i>
2. Discuss the content of the Letter of request and Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation	2. Verify and conform the Letter of request and Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation	None	6 minutes	<i>Student Organization In-Charge</i>
3. Ask for the recommendation for approval of the Letter of request and Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation	2. Recommend approval of the Letter of request and Project/ Proposal/ Activity/ AR&FR/ Re-Accreditation	None	2 minutes	CSAS
TOTAL:			10 minutes	

II. Filling of Complaint

Office or Division:	Office of Student Affairs and Services			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All Students of the present Academic Year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint		Self/Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of complaint	1. Verify and review the letter of complaint	None	2 minutes	OSAS Admin Aide
2. Discuss the content of the letter of complaint	2. Fill up the endorsement form and attach the supporting documents	None	6 minutes	OSAS Admin Aide
3. Ask for the verification and approval of CSAS.	3. Verify and approve the endorsement form for Processing	None	5 minutes	CSAS
TOTAL:			12 minutes	

III. Request for Clearance on Violation

Office or Division:	Office of Student Affairs and Services			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All Students of the present Academic Year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS Request Form		OSAS Admin Aide/ Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the OSAS Request Form	1. Verify and review the accomplished OSAS Request Form	None	1 minutes	<i>OSAS Admin Aide</i>
2. Discuss the content of the OSAS Request Form	2. Check the records of the Student Discipline Section	None	3 minutes	<i>OSAS Admin Aide</i>
3. Ask for the approval of clearance on violation	3. Verify and approve the request for clearance on violation.	None	3 minutes	<i>Student Discipline In-Charge CSAS</i>
TOTAL:			7 minutes	

IV. Application for Scholarship or Financial Assistance / SAP / SA

Office or Division:	Office of Student Affairs and Services			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All Students of the present Academic Year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship or Financial Assistance /SAP /SA application Form		OSAS Admin Aide/ Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Scholarship or Financial Assistance /SAP /SA application form	1. Verify and review the accomplished Scholarship or Financial Assistance /SAP /SA application form	None	3 minutes	<i>OSAS Admin Aide</i>
2. Discuss the content of the accomplished Scholarship or Financial Assistance /SAP /SA application form	2. Perform an initial interview and recommend the approval of the application.	None	6 minutes	<i>Scholarship & Financial Assistance In-Charge</i>
3. Ask for the final interview and approval of CSAS.	2. Perform final interview and approval of the application.	None	6 minutes	CSAS
TOTAL:			15 minutes	

V. Application for Job Placement Assistance

Office or Division:	Office of Student Affairs and Services			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All Students of the present Academic Year, Returnee & Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS Request Form		OSAS Admin Aide/ Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the OSAS Request Form	1. Verify and review the accomplished OSAS Request Form	None	1 minutes	OSAS Admin Aide
2. Discuss the content of the OSAS Request Form	2. Check the records of the Job Placement Section	None	3 minutes	OSAS Admin Aide
3. Ask for the approval of the request for Job Placement Assistance	3. Verify and approve the request for Job Placement Assistance.	None	3 minutes	Job Placement In-Charge CSAS
TOTAL:			7 minutes	

VI. Request for ID Authentication/ Certificate of Scholarship/ Certificate of None Scholarship/ Recommendation for Scholarship/ Recommendation for Certificate of Good Moral / Others

Office or Division:	Office of Student Affairs and Services			
Classification:	G2C - Government to Citizen/ G2G-Government to Government			
Type of Transaction:	Simple Transaction			
Who may avail:	All Students of the present Academic Year, Returnee & Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS Request Form		OSAS Admin Aide/ Staff		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the OSAS Request Form	1. Verify and review the accomplished OSAS Request Form	None	1 minutes	OSAS Admin Aide
2. Discuss the content of the OSAS Request Form	2. Check the records of the OSAS Admin	None	3 minutes	OSAS Admin Aide
3. Ask for the approval of the request for ID Authentication/ Certificate of Scholarship/ Certificate of None Scholarship/ Recommendation for Scholarship/ Recommendation for Certificate of Good Moral / Others	3. Verify and approve the request for ID Authentication/ Certificate of Scholarship/ Certificate of None Scholarship/ Recommendation for Scholarship/ Recommendation for Certificate of Good Moral / Others.	None	1 minutes	CSAS
4. Wait for the release of request.	2. Grant the Request	None	5 minutes	OSAS Admin Aide I
TOTAL:			10 minutes	

Quality Assurance External / Internal Services



I. Providing common documents needed by concerned units before and during accreditation/certification/ assessment

Office or Division:	Quality Assurance Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Administrators, Faculty, Staff, Department Chairs, other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOI Request Form		QUALITY ASSURANCE		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1.Fill-up and submit FOI Request Form Re: QA common documents		1.Receive the request for document/s	None	5 minute
None		2. Prepare the documents requested	None	1 Day
2. Ready requested document/s for release		3. Release requested documents	None	5 minutes
TOTAL:		None	1 Day and 10 minutes	



II. Accommodating Benchmarking Activities

Office or Division:	Quality Assurance Office			
Classification:	Complex			
Type of Transaction:	Government-to Government, Government-to-Client			
Who may avail:	SUCs and other Local, National and International Agencies Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request for a benchmarking activity		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or send request letter to the University President re: Benchmarking activity on quality-assurance related practices or initiatives	1. Approve the request	None	1 Day	University President, Office of the President
	1.1 Prepare benchmarking activity plan and submit it to the University President for approval	None	0.5 Day	Director, Quality Assurance(QA) or Program Coordinator, QA coordinator
	1.2 Coordinate the details of benchmarking activity with the following units/offices: a. VP for administration and Finance for funding; b. VP for Research,	None	0.5 Day	Administrative Staff, QA

	Extension and Business; c. Coordinator for Business and Production d. Coordinator for Physical Plant Facilities e. Strategic Communication for documentation			
2. Participate in the benchmarking activity as scheduled	2. Conduct the benchmarking activity based on the approved plan	None	4 hours	Director, Quality Assurance(QA) or QA Coordinator
3. Evaluate the benchmarking activity	3. Request clients to evaluate	None	10 Minutes	Director, Quality Assurance
TOTAL:		None	2 Days, 4 Hours, 10 Minutes	



I. Reporting and Disseminating Accreditation/Certification/Assessment Results

Office or Division:	Quality Assurance Office			
Classification:	High Technical			
Type of Transaction:	Government-to Government(G2G)			
Who may avail:	Top Management, Academic Unit Heads, Department Chairs/Program Chairs, Concerned Administrators, Directors , Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accreditation/ Certification/Assessment Results (Photocopy, One copy)		QA Office		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1.Request for the accreditation/certification/ Assessment results		1. Organize and coordinate a post-accreditation/ Certification/ Assessment Meeting with The concerned academic unit/s, departments/s, Program/s together with The internal accreditors	None	3 Hours
2. Coordinate with all concerned meeting attendees		2. Hold a meeting with the internal accreditors together with the concerned program to develop strategies responsive to the findings and recommendations.		Director, Quality Assurance(QA), Dean Program Chairs, Faculty
3. Prepare the venue			None	1 Hour
				Dean, Program Chair, Faculty

4. Prepare action plan/s to respond to the accreditors/ assessors/ Certifying body's findings and recommendations		None	3 Hours	Dean, Program Chair, Faculty
5. Implement Initiatives specified in the actions plans.	5. Monitor the integration and implementation of the strategies responsive to the external accreditors' findings and recommendations	None	8 Days	Director, Quality Assurance(QA), Dean Program Chairs, Faculty
6. Accommodate feedback (evaluation result) and act on it accordingly.	6. Evaluate the extent of satisfying the accreditors'/ assessors'/ Certifying body's finding and recommendations	None	3 hours	Director, Quality Assurance(QA), Dean Program Chairs, Faculty
TOTAL:		None	9 Days, 3 hours	

Medical and Dental Services

External and Internal Services



I. Blood Pressure Checking/Monitoring

Office or Division:	College Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
SERVICES	PROCEDURE	FEES	TIME	PERSON - IN - CHARGE
Blood Pressure Checking	1. Establish rapport and advised the client to rest.	None	5 minutes	Medical Personnel
	2. Take blood pressure and inform the client of the result of blood pressure reading.		1 minute	
	3. Record the result of the blood pressure.		1 minute	
	4. Give health teaching as needed.		3 minute	
	5. Advice to seek medical attention if symptomatic.		2 minutes	
	6. Update and file the health record.		1 minute	
TOTAL:		None	13 minutes	



II. Capillary Blood Glucose Test

Office or Division:	College Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CLIENT STEPS	PROCEDURE	FEES	TIME	PERSON - IN - CHARGE
Capillary Blood Glucose Test	1. Greet the client upon entry to the College Clinic and establish rapport.	None	1 minute	Medical Personnel
	2. Instruct the client to write his/her name on logbook.		1 minute	
	3. Ask client about the time of last food intake.		1 minute	
	4. Blood sample extraction.		1 minute	
	5. Inform the client of the result.		1 minute	
	6. Health teaching		2 minutes	
	7. Advise to seek medical attention if the result is beyond normal and symptomatic.		2 minutes	
	8. Update and file the health record.		1 minute	
TOTAL:	None	11 minutes		



III. Patient Consultation

Office or Division:	College Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
SERVICES	PROCEDURE	FEES	TIME	PERSON -IN-CHARGE
Patient Consultation	1. Ask the patient/client to enter their name in the logbook and they are attended on first come, first serve basis except in emergency cases wherein that were given priority.	None	1 minute	Medical Personnel
	2. Retrieve records of patient/ client from the records file for old patients.		3 minutes	
	3. Fill out the client's record form, for new patients/ client.		2 minutes	
	4. Interview the client/patient		2 minutes	
	5. Take and records vital signs.		2 minutes	
	6. Assess patient/client.		10 minutes	
	7. Treatment (minor injuries and common ailments)		10 minutes	
	8. Give medicines (over the counter)		1 minute	
	9. Health Teaching		3 minutes	

Patient Consultation	10. Bring patient/ client to other facility (hospital or clinic) if the clinic cannot handle the case due to inadequate facilities.	None	10 minutes	Medical Personnel
	11. Health record update.		1 minute	
TOTAL:		None	45 minutes	

IV. Tooth Extraction

Office or Division:	College Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
SERVICES	PROCEDURE	FEES	TIME	PERSON -IN-CHARGE
Tooth Extraction	1. Greet the client upon entry and establish rapport.	None	1 minute	Dentist
	2. Prepare the dental record of the client or retrieve previous record.		3 minutes	
	3. Dental check-up.		2 minutes	
	4. Ask the patient if he/she has an allergic reactions to medicine.		1 minute	
	5. Prepare the necessary instruments for the treatment procedure.		5 minutes	
	6. Perform the treatment procedure to remove/extract the tooth.		30 minutes	
	7. After the procedure, instruct the patient on proper medication intake, the do's and don't's after tooth extraction.		3 minutes	

Tooth Extraction	8. Update dental record of the patient after the treatment.	None	1 minute	Dentist
	9. Clean and disinfect/sterilize dental instruments and equipment used.		20 minutes	
TOTAL:		None	1 hour and 6 minutes	

V. Tooth Restoration

Office or Division:	College Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
SERVICES	PROCEDURE	FEES	TIME	PERSON -IN-CHARGE
Tooth restoration	1. Greet the client upon entry and establish rapport.	None	1 minute	Dentist
	2. Prepare the dental record of the client or retrieve previous record.		4 minutes	
	3. Elicit the client's chief complaint and perform clinical examination of the client's tooth to be restored.		1 minute	
	4. Fill out the dental treatment form.		1 minute	
	5. Prepare the necessary instruments for the procedure.		2 minutes	

Tooth restoration	6. Perform the procedure on tooth restoration.	None	30 minutes	Dentist
	7. Instruct the client/patient on proper oral health care.		3 minutes	
	8. Update dental record of the client after the treatment.		1 minute	
	9. Clean and disinfect/sterilize dental instruments and equipment used.		20 minutes	
TOTAL:		None	1 hour and 3 minutes	



VI. Oral Prophylaxis

Office or Division:	College Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple Transaction			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
SERVICES	PROCEDURE	FEES	TIME	PERSON-IN-CHARGE
ORAL PROPHYLAXIS	1. Greet the client upon entry to the university clinic and establish rapport.	None	1 minute	Dentist
	2. Prepare the dental record of the client or retrieve previous record.		4minutes	
	3. Elicits the client's chief complaint.		3 minutes	
	4. Fill out the dental treatment form.		1 minute	
	5. Prepare the necessary instruments for the procedure.		2 minutes	
	6. Perform the treatment procedure on teeth cleaning.		30 minutes to 1 hour	
	7. Instruct the client/patient on proper oral care.		5 minutes	

ORAL PROPHYLAXIS	8. Update dental record of the client after the treatment.	None	1 minute	Dentist
	9. Clean and disinfect/sterilize dental instruments and equipment used.		20 minutes	
TOTAL:			1 hour and 36 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Accomplish Customer Satisfaction Measurement Form and drop it in designated drop box.2. Send your feedback through email (universitypresident@minsu.edu.ph)3. Talk to our officer of the day at the Public Assistance and Complaint Desk.
How feedbacks are processed	<ol style="list-style-type: none">1. Every 1st Friday of the month the Internal Quality Assurance (IQA) Office staff opens the drop box and compiles and records all feedback submitted.2. Feedback that requires answers will be forwarded to concern offices and answer within two (2) weeks upon receipt of the feedback.
How to file a complaint	<ol style="list-style-type: none">1. Accomplish the Customer Satisfaction Measurement Form and drop it at the designated drop box at the Administration Building, send an email to universitypresident@minsu.edu.ph thru text or phone call (0977-846-7228) . Please include the following information :<ol style="list-style-type: none">a. Name of person being complainedb. Incidentc. Evidence2. File your complaint at the Public Assistance and Complaints Desk located at the Administration Building

How complaints are processed	<ol style="list-style-type: none"> 1. The Internal Quality Assurance Office staff opens the complaints drop box every 1st week of the month and evaluate each complaint. 2. The IQA will inform the head of the concerned office regarding the complaint. 3. The concerned office will be given two (2) weeks to answer the complaint and implement appropriate action. 4. The IQA focal person will verify the effectiveness of the action made.
Contact Information of CCB, PCC, ARTA	<p>Contact Information of MinSCAT: 0977-846-7228</p> <p>Contact Center ng Bayan (CCB):0908-881-6565 (SMS)</p> <p>Presidential Complaints Center (PCC): 8889</p> <p>ARTA: complaints@arta.gov.ph or Telephone No. 1-ARTA (2782)</p>



Office	Address	Contact Information
Registrar's Office	Main Campus: Alcate, Victoria, Oriental Mindoro Calapan City Campus: Masipit, Calapan City, Oriental Mindoro Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	minscatmainregistrar@gmail.com minscatmcc.angie@gmail.com 09955438716 registrar.bongabong@gmail.com 09361941708
Guidance Office	Main Campus: Alcate, Victoria, Oriental Mindoro Calapan City Campus: Masipit, Calapan City, Oriental Mindoro Bongabong Campus: Labasan, Bongabong, Oriental Mindoro	heidi_bumohya@gmail.com 09052864635 minscatcalapanguidance@gmail.com 09276895543 bossjing19@gmail.com 09369763166
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